

## Supplementary File

### Appendix 1. Sample questions from the Interview Guide for Program Leads

1. Can you tell me a little bit about yourself and your emergency department (ED)?
2. What, if any, quality improvement (QI) activities existed at your site prior to participation in the ED Return Visit Quality Program (RVQP)?
  - How is everyone feeling about these initiatives (e.g., engaged, frustrated, etc.)?
3. How has the ED RVQP been implemented in your ED?
  - How did you become involved?
  - Who is else is involved (what personnel were assigned to the program)?
4. How did things go at your site during the first year of the program?
  - What kind of time commitment does it require to complete the chart audits? How is the workload divided?
  - Any particular barriers or facilitators to participating in this program at your site?
5. What impact, if any, do you think participating in the program has had on your department, in terms of outcomes?
  - Did the audit process identify significant areas of need at your site? Were these areas already known, or newly identified during the audit?

- How were the results shared/discussed/disseminated at your site?
  - Have any changes been made or projects been implemented as a result of needs identified? Please explain.
6. What impact, if any, do you think the program has had on your colleagues in the ED?
- How are the ED staff members feeling about this initiative (e.g., engaged, frustrated, etc.)?
  - In your opinion, has this process stimulated discussion or increased awareness of issues amongst your colleagues?
7. What are your thoughts about the value and utility of the program? Is it a good idea? Is it achieving anything? Would your ED sustain this program without the mandate to do so? What, if anything, could be improved about the ED RVQP?